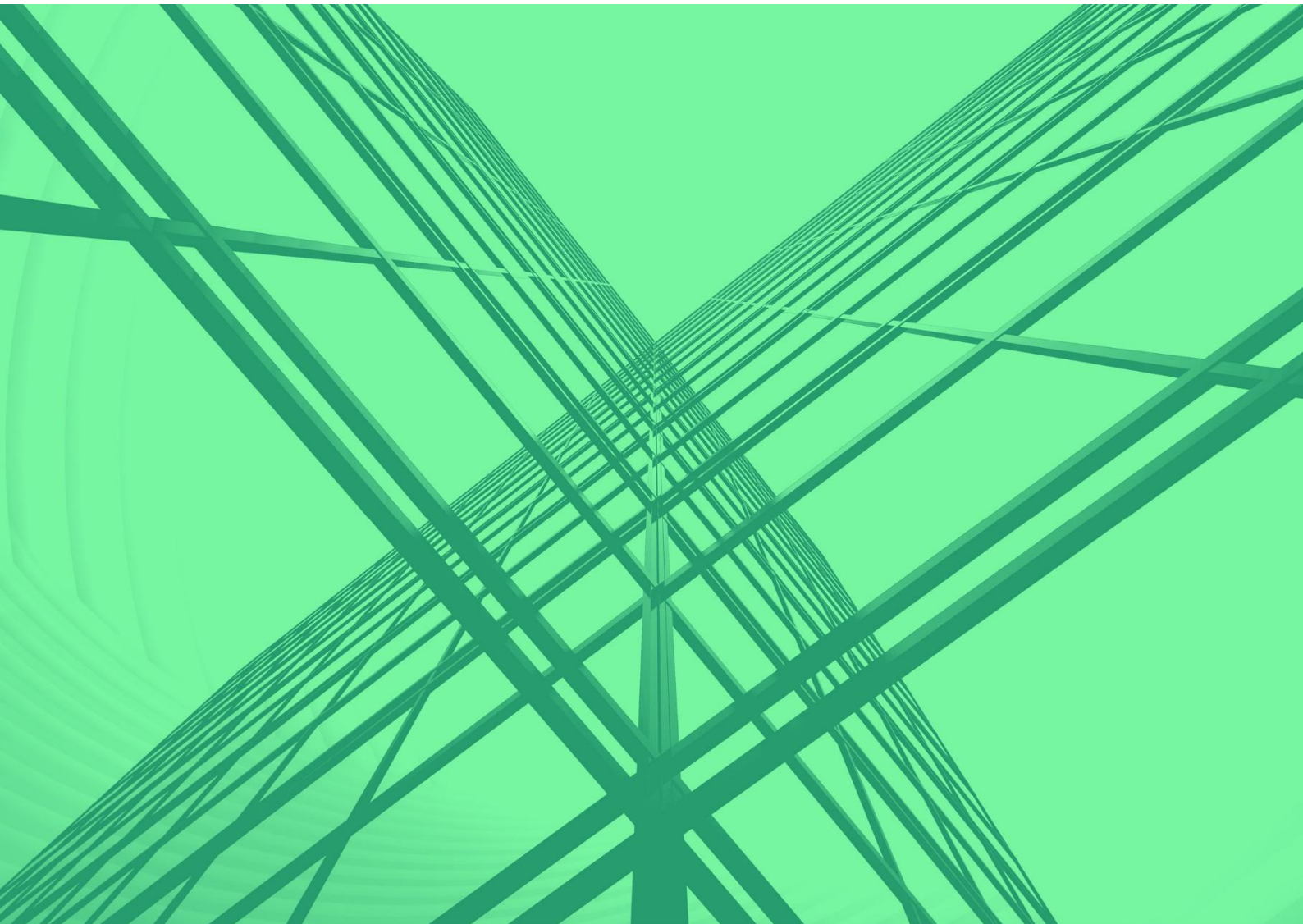


Application Support & Service Delivery Manager

CANDIDATE PACK

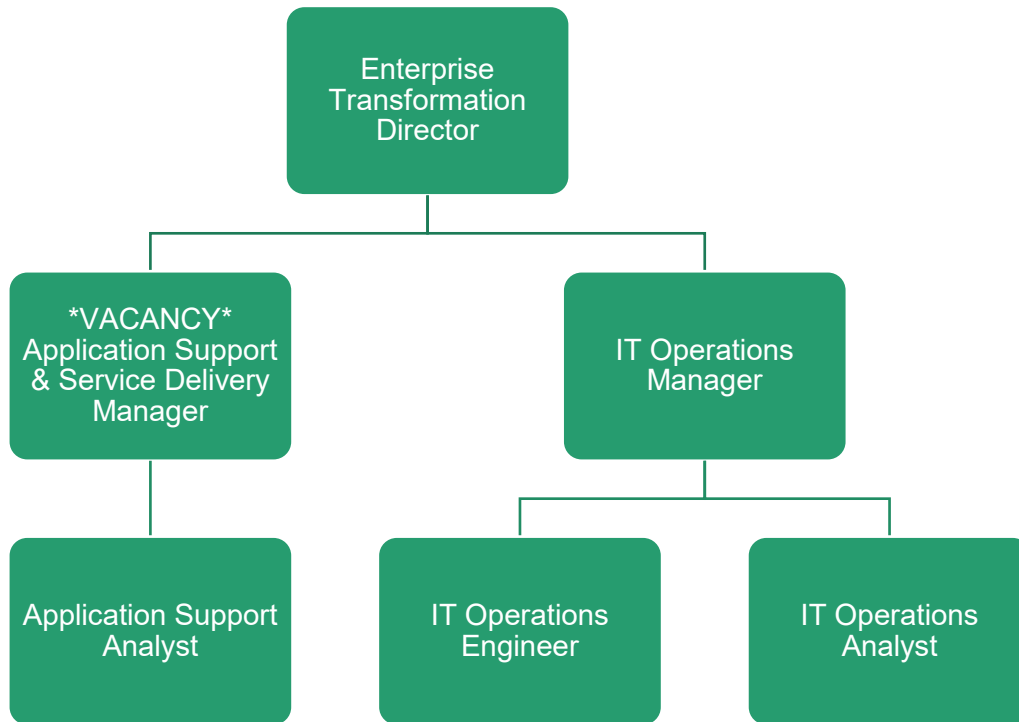
Full Time

35 hours per week



The Operational and Application Support Team

Our Operational and Application Support team are a team of 5 that report into the Enterprise Transformation Director and are a part of the wider Enterprise Transformation Department, a directorate of 10 team members.



Are you passionate about delivering exceptional IT services and ensuring business-critical applications perform at their best? We are seeking an experienced Applications Support and Service Delivery Manager to manage our application support and service governance functions, ensuring reliable, secure, and high-performing technology services across the Institution.

You will oversee application support, supplier performance, and transformation projects service transition, ensuring that business-critical applications and supporting services are reliable, secure, and of high quality across the organisation- This is an exciting opportunity for a service-focused manager who thrives on improving user experience, driving operational excellence, and building strong stakeholder relationships in a collaborative and purpose-driven environment.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 80 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-7

Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10-11

Organisational Structure page 12

Job description and person specification

1. Job details

Job title:	Applications Support and Service Delivery Manager
Reports to:	Enterprise Transformation Director
Responsible for:	Application Support Analyst
Date:	August 2026
Location:	The Institution's HQ, in London (4 days in the office and occasional out-of-hours support as required required)

2. Job purpose

To manage the Institution's application support and service delivery functions, ensuring business applications are reliable, secure, and meet service expectations.

To manage service delivery governance across IT services, owning SLAs, OLAs, assurance, supplier performance and service transition, while ensuring service quality and user experience are continually monitored, reported, and improved.

To manage the Application Support Analyst, ensuring strong performance, capability development, and a culture of service excellence.

3. Role and responsibilities

Applications Support

1. Oversee application support performance, ensuring effective incident and problem management.
2. Maintain application support standards, SOPs, runbooks, and documentation.
3. Ensure application changes, releases, and updates are supported and communicated.
4. Ensure compliance with security controls, PCI DSS, GDPR, and governance frameworks.
5. Govern application documentation, knowledge articles, configuration changes, and minor enhancements.
6. Build strong relationships with system owners, stakeholders, and vendors.

Service Delivery, Governance, SLAs & Policies

7. Own SLAs, OLAs, and service delivery policies and processes.

8. Govern service delivery standards (incident, problem, change, service transition).
9. Produce service assurance reporting and manage service delivery risks.
10. Ensure clear support models, processes, and documentation across IT services.
11. Govern application access controls (CE+, GDPR).
12. Define and maintain user support standards.

Service Transition (Applications & Operational Services)

13. Own service transition governance for new or changed services.
14. Ensure BAU readiness, including documentation, support models, SLAs/OLAs, and supplier alignment.
15. Coordinate UAT, release governance, and change impact assessments.
16. Ensure monitoring, logging, and reporting requirements are defined and implemented.

Supplier & Partner Governance

17. Manage relationships with application vendors, SaaS providers, and support partners.
18. Ensure suppliers meet contractual obligations and SLAs.
19. Oversee supplier escalations and operational issue resolution.
20. Support procurement with service delivery requirements and performance insights.

Service Improvement & Operational Excellence

21. Identify opportunities to improve service delivery quality, efficiency, automation, and user experience.
22. Make recommendations for and implement continuous improvement across application support and service delivery processes.
23. Analyse service performance data (SLAs, OLAs, supplier performance, incident trends).
24. Ensure application services meet performance, availability, and capacity expectations.

Team Management & Development

25. Manage, mentor, and develop the Applications Support Analyst.
26. Foster a culture of accountability, collaboration, and service excellence.

Budget & Resource Management

27. Manage application support budgets, licensing costs, and supplier spend.
28. Monitor and forecast operational expenditure.
29. Ensure value for money from suppliers and operational investments.

4. General Responsibilities

1. Work collaboratively with the Enterprise Transformation team.
2. Build strong relationships across the Institution.
3. Contribute service delivery insight to organisational planning.
4. Support the Institution's mission, vision, and values.

5. Undertake any other reasonable duties

5. Communications & Working Relationships

1. Wider Enterprise Transformation Team
2. External suppliers, support providers
3. Institution staff and members

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and knowledge</u>	
A good standard of education at Level 3, A-Levels or vocational equivalent. (Relevant level 6 qualifications, degree or vocational equivalent in Computer Science or similar).	E (D)
Broad knowledge of service delivery, service governance and application support.	E
Knowledge of operational security, compliance, and risk management	E
Understanding of SLAs, OLAs, service reporting, and service assurance frameworks.	D
Knowledge of Cyber Essentials Plus controls and evidence requirements.	D
Understanding of ITIL/service management practices, including incident, problem, change, and service transition.	E
ITIL certification (minimum foundation)	E
Knowledge of DevOps and Agile operational practices	D
<u>Experience</u>	
Proven experience managing service delivery, application support, or IT service management teams.	E
Experience managing application support functions, including incident and problem management.	E

Experience owning or governing SLAs, OLAs, service reporting, and service quality metrics.	E
Experience managing suppliers, MSPs, SaaS vendors, including performance management and contract compliance.	E
Experience improving service delivery processes, user experience, and service quality.	E
Experience in service governance, policy adherence, and service assurance.	D
Experience supporting service transition, including BAU readiness, documentation, and release governance.	D
Experience in not-for-profit or membership organisations	D
<u>Skills</u>	
Strong service-focused problem-solving skills.	E
Ability to manage competing priorities in a live service environment	E
Ability to manage, coach and develop a small team	E
Strong communication and stakeholder engagement	E
High attention to detail and governance mindset	E
Ability to work collaboratively across teams	E
Strong operational problem-solving skills	E

This job description does not form part of the contract of employment.

Salary and package details

Salary: £41,543 per annum (Starting Salary)

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies
- Opportunities for pay progression.
- Two paid days annually for volunteering

How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Asha Vasu – Enterprise Transformation Director and Conor Boyle - HR Resourcing and Support Executive.

The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The second stage of the selection process will be a face-to-face interview with Asha Vasu – Enterprise Transformation Director and a panel of other internal managers.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 30,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 75 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values & Mission statement

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Our Work

Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

Resilience

The Institution support the efforts to build [resilient](#) communities. Members take measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

Young Members

The Institution is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

Mentoring Programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

Support

Our [Benevolent Fund](#) offers support to current and former members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

Organisational Structure

